

”eHospital-Dompe” Project & “mChannelling”

- a Free Automated Appointment System For
Government Hospitals
In Sri Lanka

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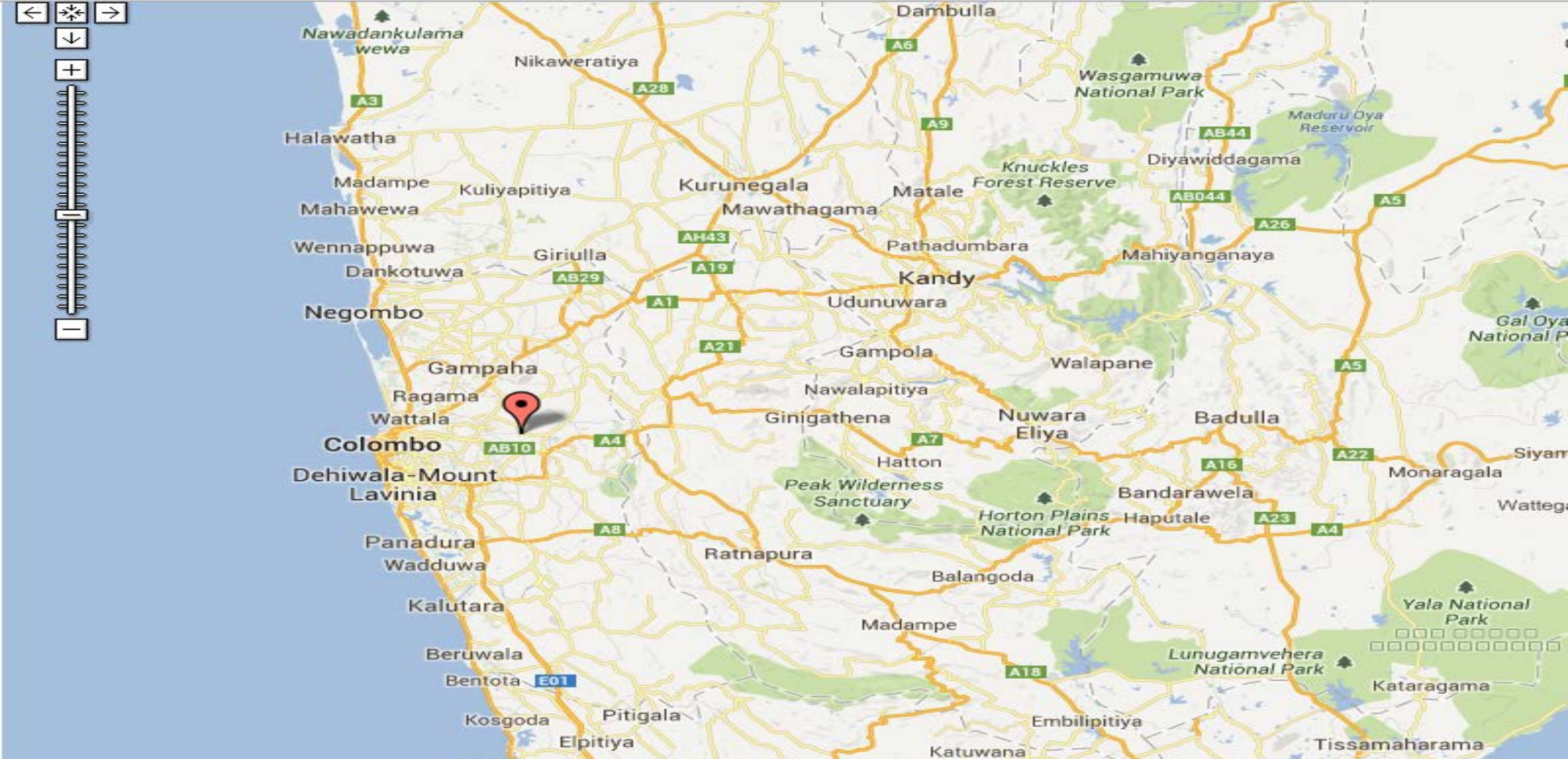


Our Hospital



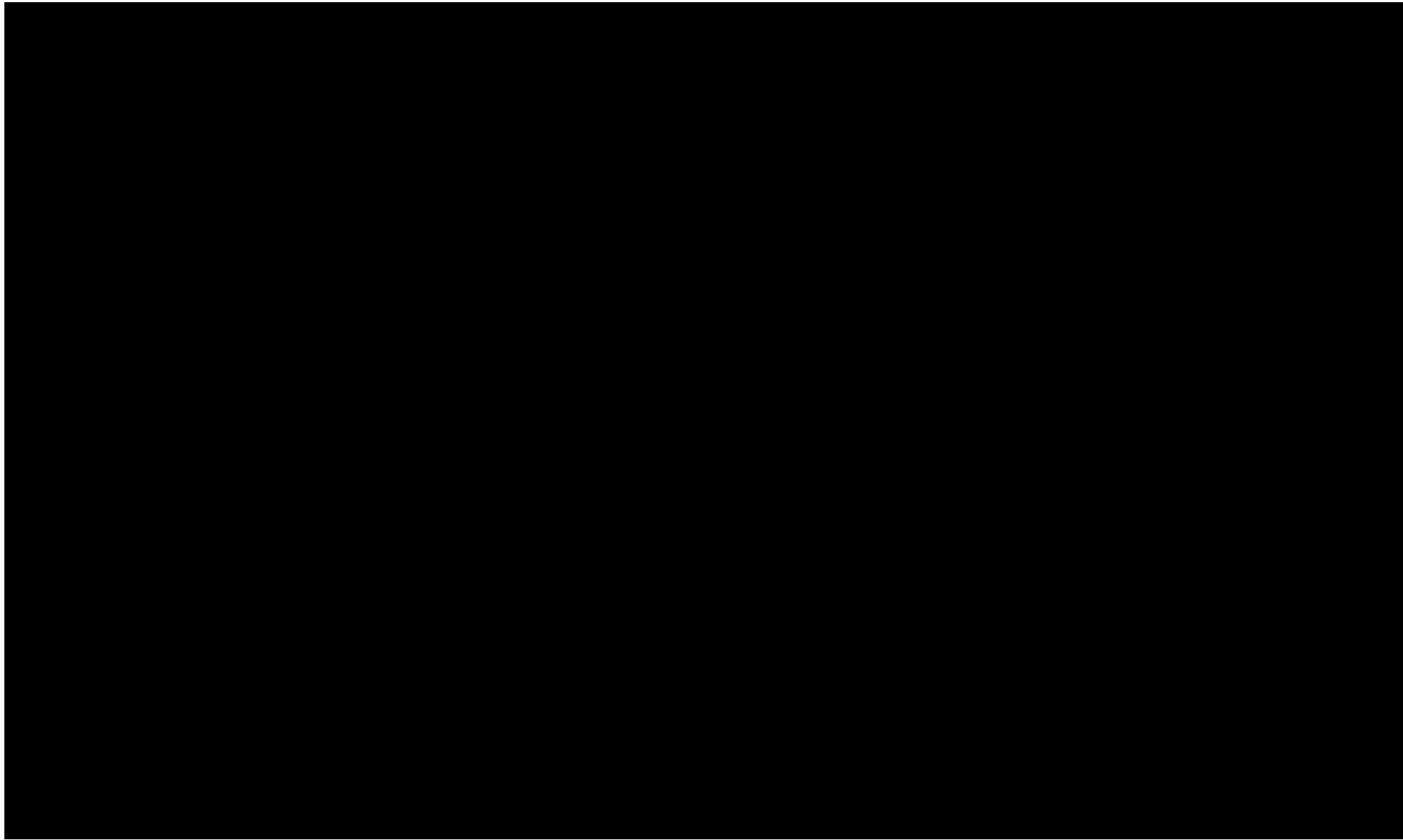
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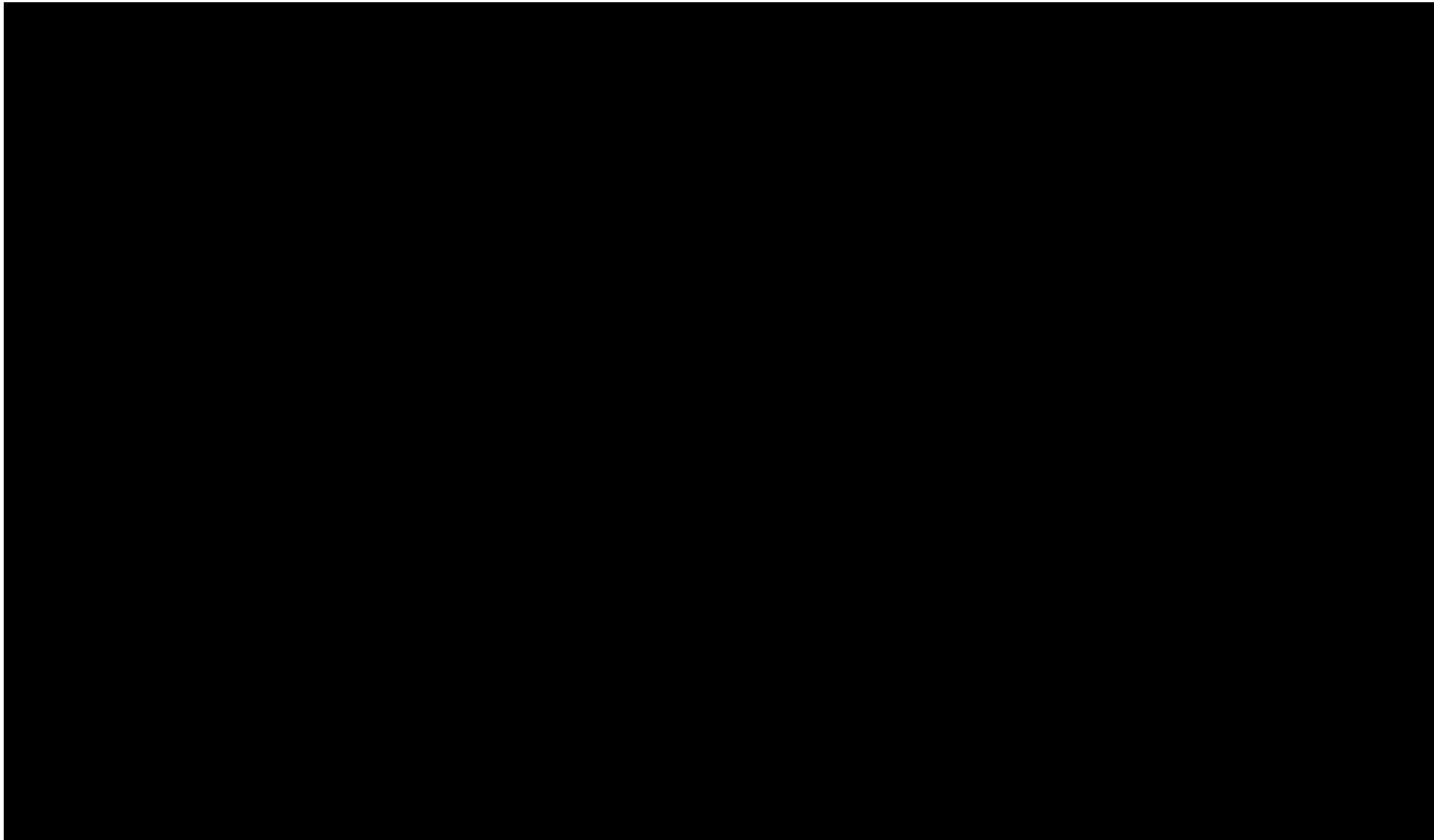
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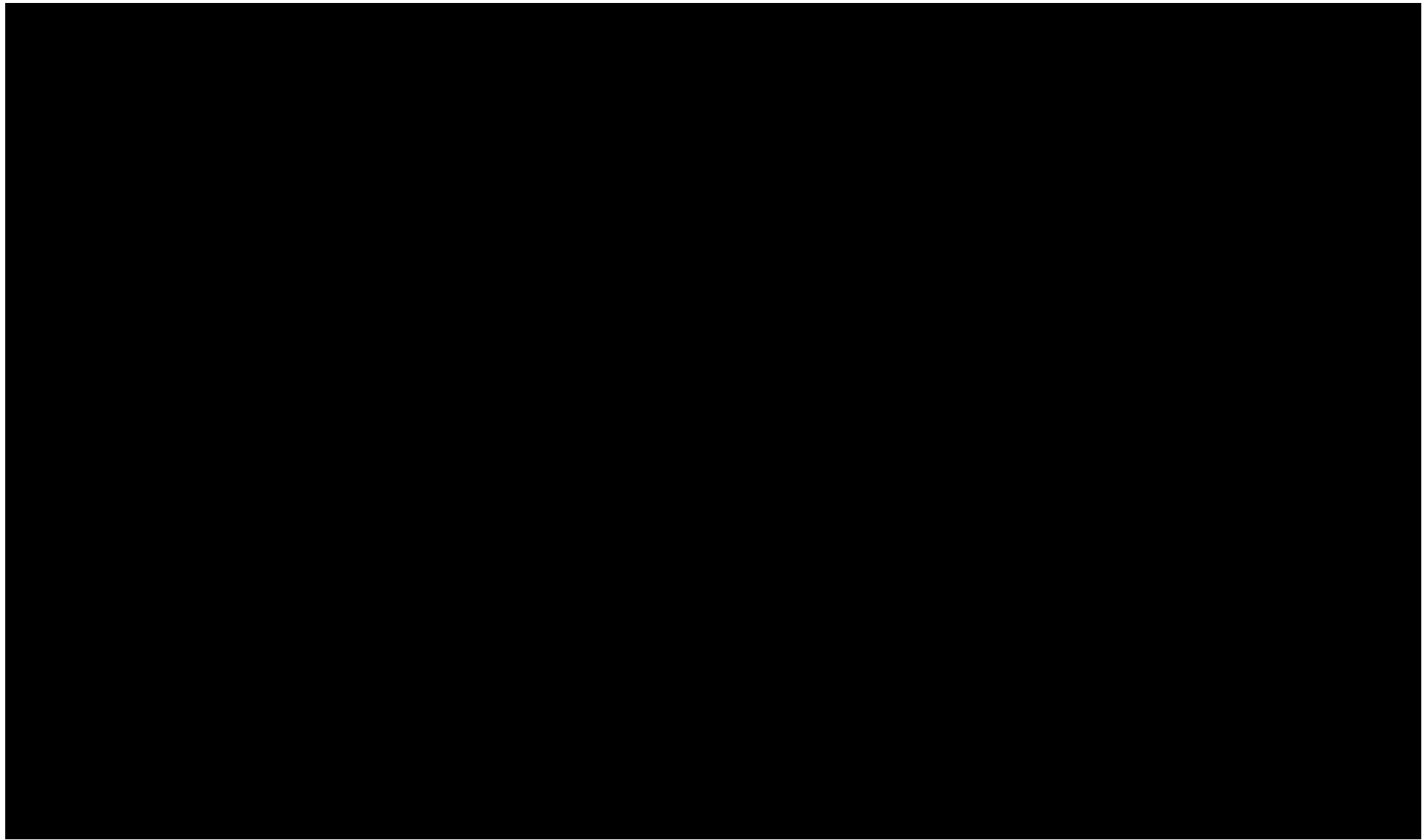
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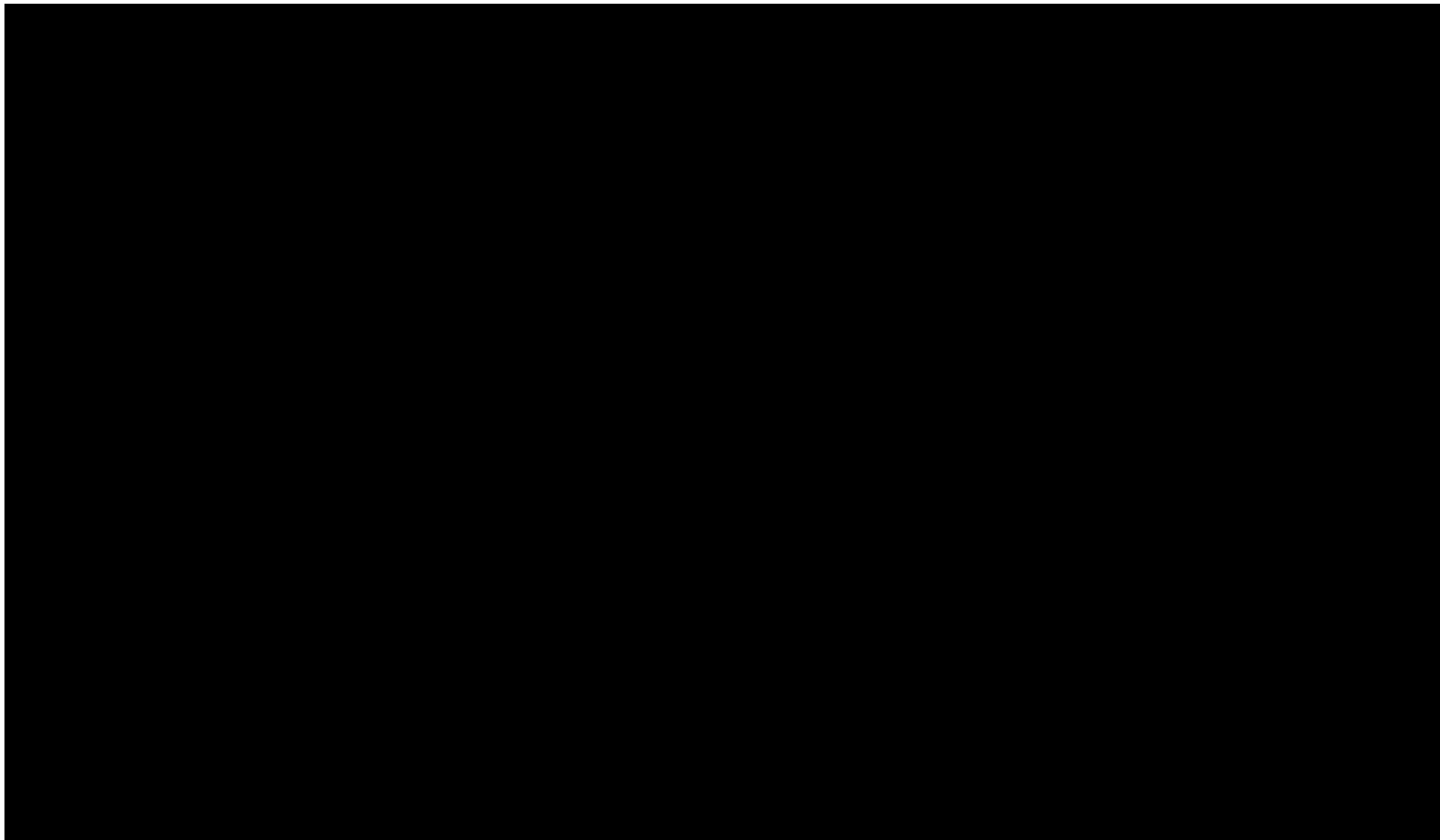
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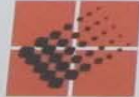
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“e HOSPITAL-DOMPE” PROJECT
“e வைத்தியசாலை - தொம்பே” திட்டம்



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Free
Service



“mChannelling” at District Hospital - Dompe

The **FIRST ever automated appointment system** in a
Government Hospital in Sri Lanka – Launched on 5th Nov. 2013

Hot line : **0711-370370**

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☐ Guided by : Ministry of Health(WP)



☐ Coordinated by - **Task Force on IT
(Presidential Secretariat)**



☐ **Facilitated By :** **ICTA**  *ideas actioned*

☐ **Powered by :**

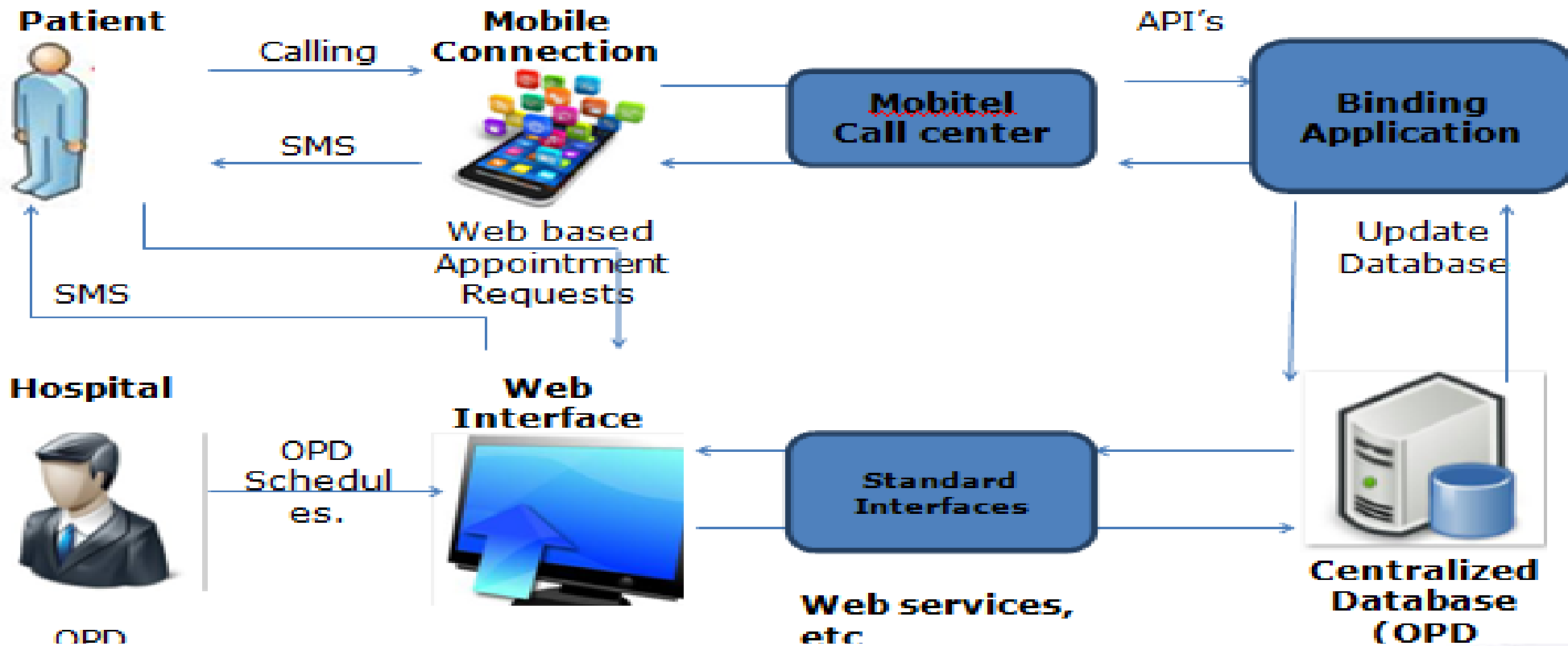


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“mChannelling” process

✉



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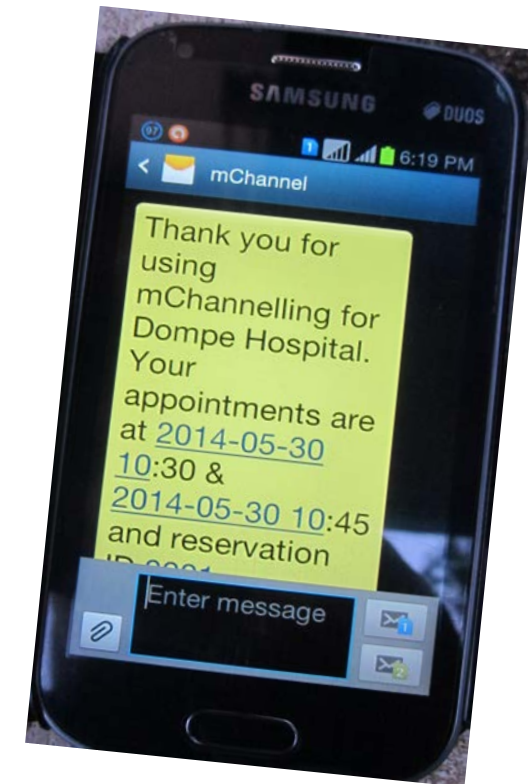
“mChannelling” process (Patients’ perspective)

Free
Service

- ❑ Call to **HOT LINE : 0711- 370370**
- ❑ Follow the instructions & make the appointment
(Patient will receive the **confirmation SMS**)
- ❑ Show the SMS to the hospital reception & confirmed & get the **PRIORITY CARD.**



- ❑ Go to the Doctor allocated for appointments.
- ❑ Get the medicine at the Priority counter at Dispensary.



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“mChannelling” process (Administrator's perspective)

- Upload available appointments to the **“mChannelling” web interface** periodically.
- Cater the reserved appointments at **OPD “mChannelling” Reception Desk** by log in to the web interface & provision of **PRIORITY CARD**.
- Arranging a doctor to cater “mChannelling” appointments.**
- Arranging a **special “mchannelling” counter** at dispensary for “mChannelling” appointments (Eg: Staff counter)
- Arranging collection & reuse of PRIORITY CARDS.




“mChannelling” Web Interface

mChannelling

Dompe Hospital

Logged in as sampath! (HospitalAdmin)
Logout



Home
Users
Schedule Appointments
View Appointments
Reservation Report

Select Date

< March 2014 >

Su	Mo	Tu	We	Th	Fr	Sa
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Legend

	Not Available
	Available
	Reserved
	Checked In
	Examined

Schedule Appointments for Mar 12, Wednesday, 2014

Sampath Kulathilaka ▼
Add Doctor

Doctor	0800 - 0900	0900 - 1000	1000 - 1100	1100 - 1200	1200 - 1300	1300 - 1400	1400 - 1500	1500 - 1600	1600 - 1700	
Sampath Kulathilaka	🔒	🔒	🔒	🔒	🔒	🔒	🔒	🔒	🔒	<div style="margin-bottom: 5px; border: 1px solid #ccc; padding: 2px;">Remove</div> <div style="border: 1px solid #ccc; padding: 2px;">Change Doctor</div>
	🔒	🔒	🔒	🔒	🔒	🔒	🔒	🔒	🔒	
	🔒	🔒	🔒	🔒	🔒	🔒	🔒	🔒	🔒	
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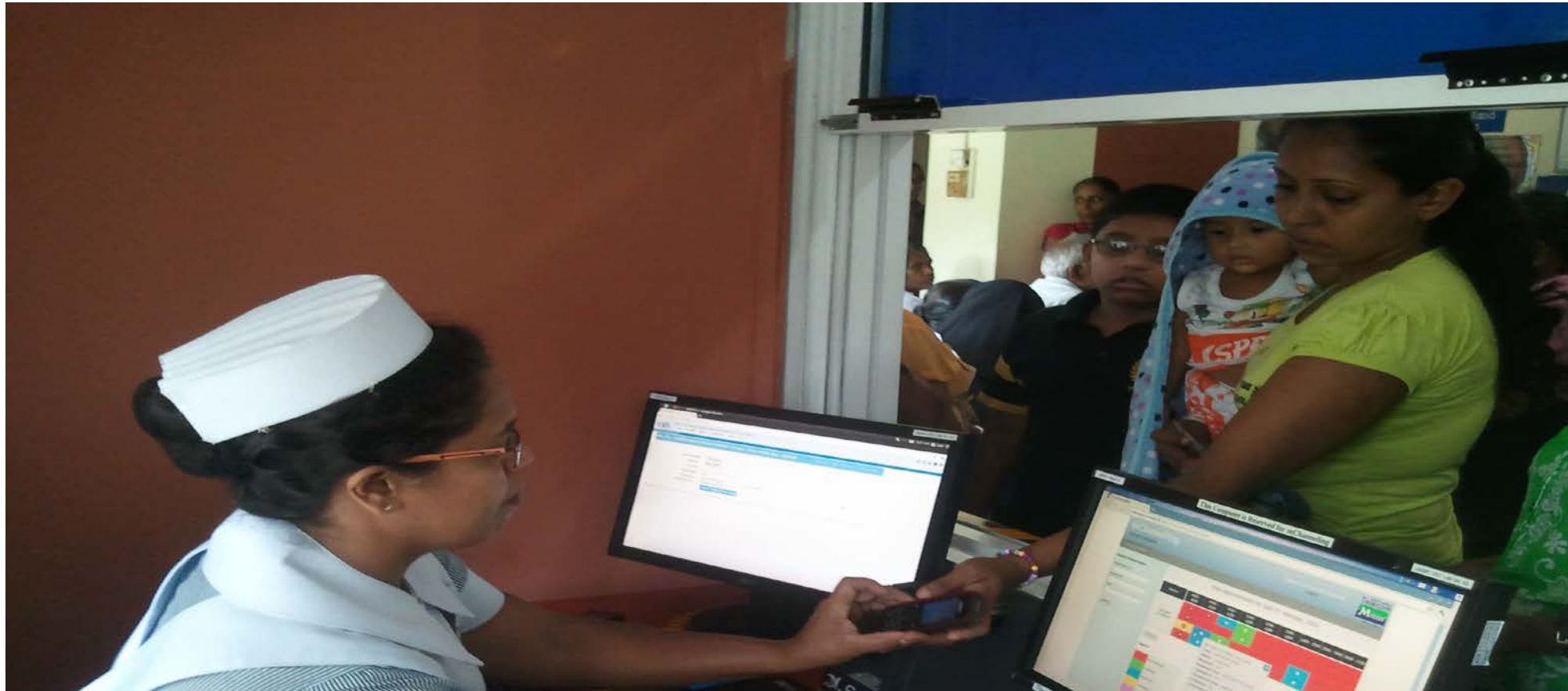
Select All
Deselect All

Mark Selected As : Select Status ▼ Update

Note: Please click "Update" button to save changes.



OPD “mChannelling” Reception Desk



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PRIORITY CARD



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“mChannelling “ Doctor’s Workstation



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Special “mchannelling” Counter



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Implementation & Operation

- MOU signed – Sec. Health(WP)
- Arranging the process flow
- User training – By the System Administrator
- Propaganda - By patients' Health Identity Card / SMS campaign / Announcements / Hospital Public Addressing System





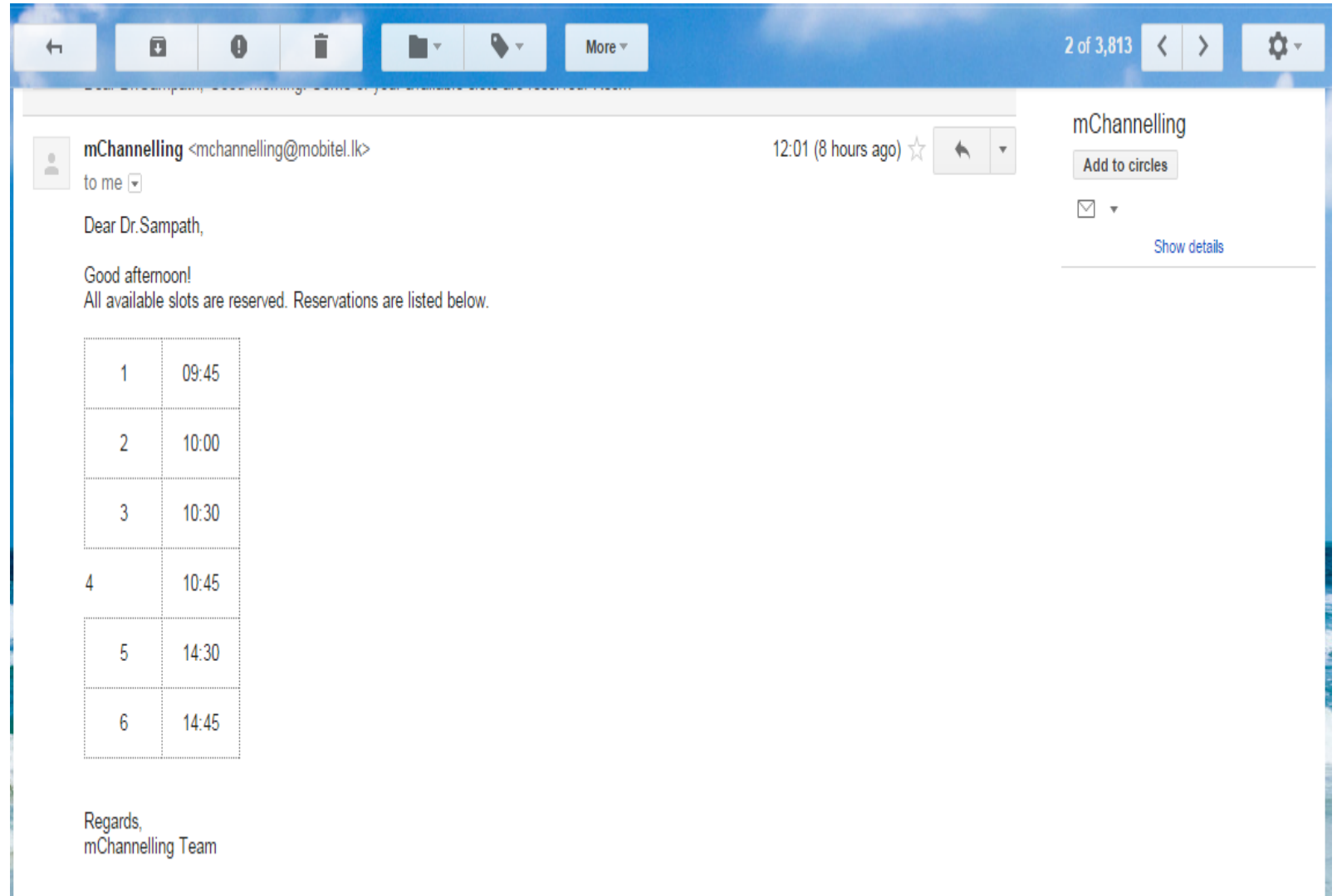
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Special Points -

- Patients can reserve appointments for NEXT 07 DAYS . Patient has to bear only the call charge.
- One Phone No. will get only 02 appointments per day .
- The phone use to reserve the appointments is preferably a cellular phone . But , they can use even a land line .
- Each appointment contains 15 min. (04 per hour)
- Privilege to open/ not to open appointments is with hospital authority.
- The In charge Officer for “mChannelling” will receive a SMS & eMail twice a day detailing the reserved appointments
- Patient has to register in hospital HHIMS before going to the doctor.





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Launched on 5th Nov. 2013 @ D.H Dompe



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Benefits :

- Provides facility for the patients to select the time slot and to receive an efficient service from the hospital. (Reduce the avg. time spent by a patient at the hospital for consultation to 30 min.)
- Is trilingual & user friendly.
- Reduce the channeling costs (Time and Money) for the patient.
- Reduce queues and organize the hospital premises.



Benefits :

- ❑ Provides flexibility for doctors to schedule the patient appointments in a convenient way.
- ❑ Connects with the latest applications to automate patient administration negating the inefficiencies inherited with the manual work.
- ❑ Is a scalable solution that has the potential to upgrade the general health care service throughout the country.



The Way Forward

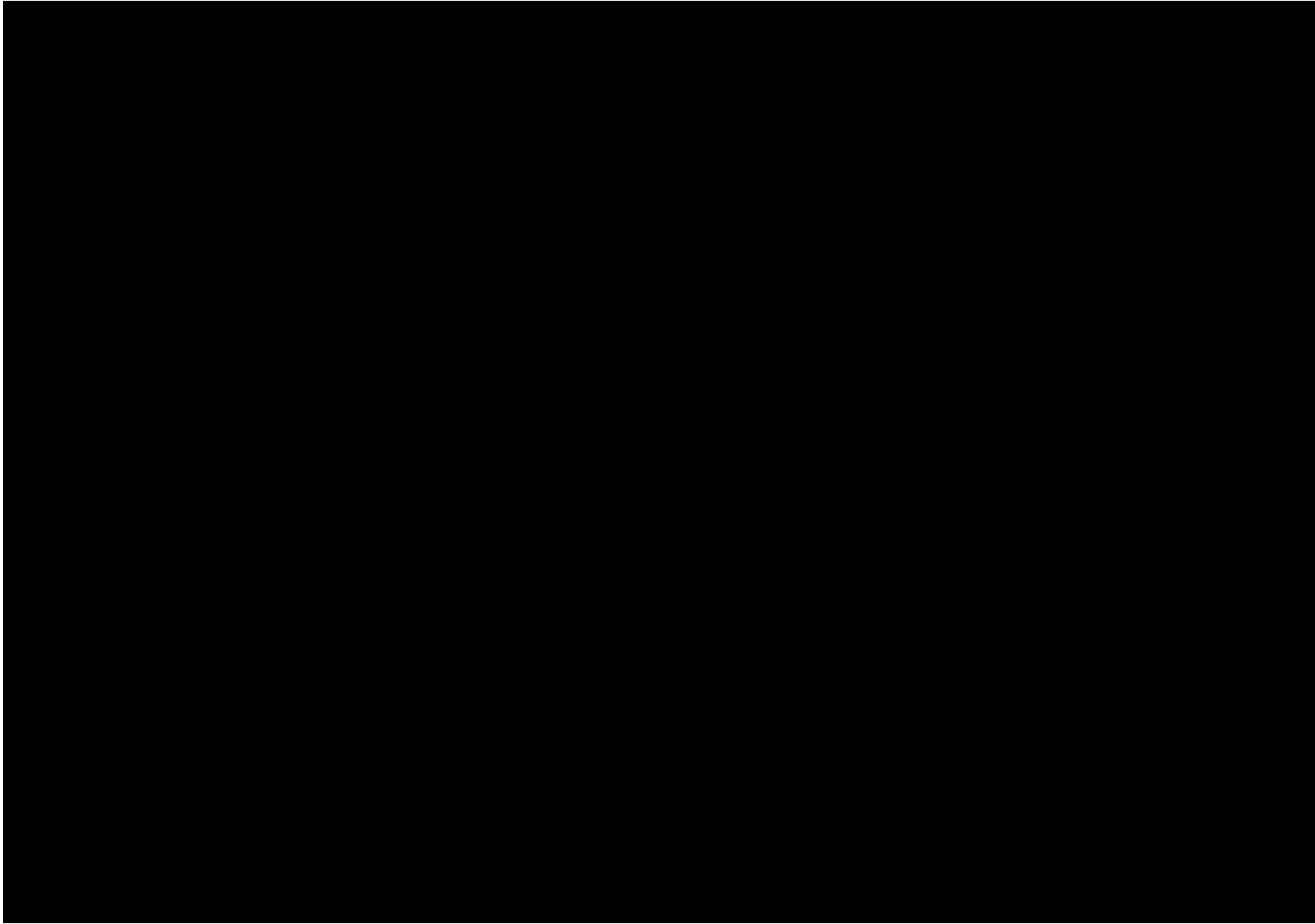
- ❑ Deploying “mChannelling” solution to other Hospitals in Sri Lanka
- ❑ Upgrade the solution with USSD & Web Based platforms
- ❑ Replacing the “mChannelling” Hot Line Number with a Short Code
- ❑ Linking the solution with Government Information Centre (GIC) – 1919
- ❑ Developing a “mChannelling” mobile app





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THANK YOU !

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